

YOHANNA ISAAC

EXECUTIVE ASSISTANT

 Calabar, Cross River State, Nigeria

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 <https://yohanna001.github.io/my-portfolio/>

PROFESSIONAL SUMMARY

Detail-oriented Executive Assistant with 4+ years of experience supporting C-level executives. Proven track record of improving organizational efficiency by 30%, reducing email response time by 50%, and maintaining 100% client satisfaction. Skilled in Google Workspace, Microsoft Office, and remote collaboration tools.

CORE COMPETENCIES

- Communication – Professional email writing, client relations, meeting coordination
- Organization – Calendar management, document control, workflow prioritization
- Technical Skills – Data entry, report preparation, presentation design
- Soft Skills – Problem-solving, multitasking, attention to detail, time management

TECHNICAL PROFICIENCIES

- Google Workspace (Docs, Sheets, Drive, Gmail, Calendar)
- Microsoft Office (Word, Excel, PowerPoint)
- Communication Tools (Zoom, Google Meet, Slack, WhatsApp Business)
- Freelance Platforms (Upwork, Fiverr, Tapam)
- Email Management (Inbox zero technique, filters, labels, templates)

PROFESSIONAL EXPERIENCE

Virtual Executive Assistant (Remote)

Tapam | January 2024 – Present

- Support 5+ C-level executives, reducing administrative workload by 40% through proactive calendar and email management
- Coordinate team schedules and monitor project milestones, ensuring 95% on-time delivery
- Streamlined documentation processes, cutting document retrieval time by 60%
- Implemented task tracking system that increased team efficiency by 30%
- Organized 100+ executive meetings with zero scheduling conflicts

Freelance Executive Assistant (Remote)

Upwork | Fiverr | Tapam | Direct Clients | June 2020 – Present

- Manage calendars, emails, and task tracking for 10+ concurrent clients across 3 time zones
- Coordinate 50+ virtual meetings monthly with C-level executives; 100% accuracy rate
- Reduced email response time from 24hrs to under 4hrs through priority inbox system
- Maintain 100% client satisfaction rating (15+ five-star reviews)
- Handle documentation with 99.9% accuracy; zero-error track record
- Retained 90% of clients for 2+ years through exceptional relationship management
- Contributed to 35% business growth for one client through strategic support

KEY ACHIEVEMENTS

- 100% Client Satisfaction – 15+ clients over 4 years
- 50+ Meetings/Month – Coordinated with zero conflicts
- 40% Time Saved – Reduced admin workload for executives
- 35% Business Growth – Contributed to client expansion
- 60% Faster Retrieval – Streamlined documentation system

- 99.9% Accuracy – Error-free data entry and documentation: Successfully coordinated 500+ meetings with zero conflicts

PROJECTS

Digital Media & Community Growth Initiative (*Ongoing*)

- Grew community membership by 45% (500 → 725 members) in 6 months
- Streamlined workflows, reducing meeting times by 30%
- Increased social media engagement by 60% through content support
- Coordinated 3 virtual events with 200+ attendees each

Administrative Process Overhaul (2023)

- Audited processes, identifying 15+ improvements
- Reduced file search time by 70% with new documentation system
- Created SOPs still in use; trained 3 new team members

EDUCATION

Bachelor of Science in Computer Science

University of Calabar, Nigeria

Graduated: 2020